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INTRODUCTION:

The Accounts Payable (AP) Revenue Refund process is required when an overpayment was received and a refund check needs to be issued to the individual that made the overpayment. This could be case related or non-case related. The AP revenue refund requires a two-step process to complete:

1. Enter a new voucher in Accounts Payable, which will result in a check being sent to the vendor.
2. Enter an adjustment bill in Billing to capture the Charge Code of the refund, so that the EOM Local Revenue process will be adjusted accordingly. *District Court locations need to process this adjustment **only** if the refund is for a Local Revenue item (e.g., parking fines or municipal infractions).*

NOTE: *Before getting started, gather a copy of the original transaction(s) information from GEARS. Go to the Acctg – Rev Distribution page in GEARS - print that page for all bill lines, as this will help verify the original allocation strategy.* (It is recommended that you scan in all refund request documents ahead of time and store them in a common folder prior to getting started with this process.)

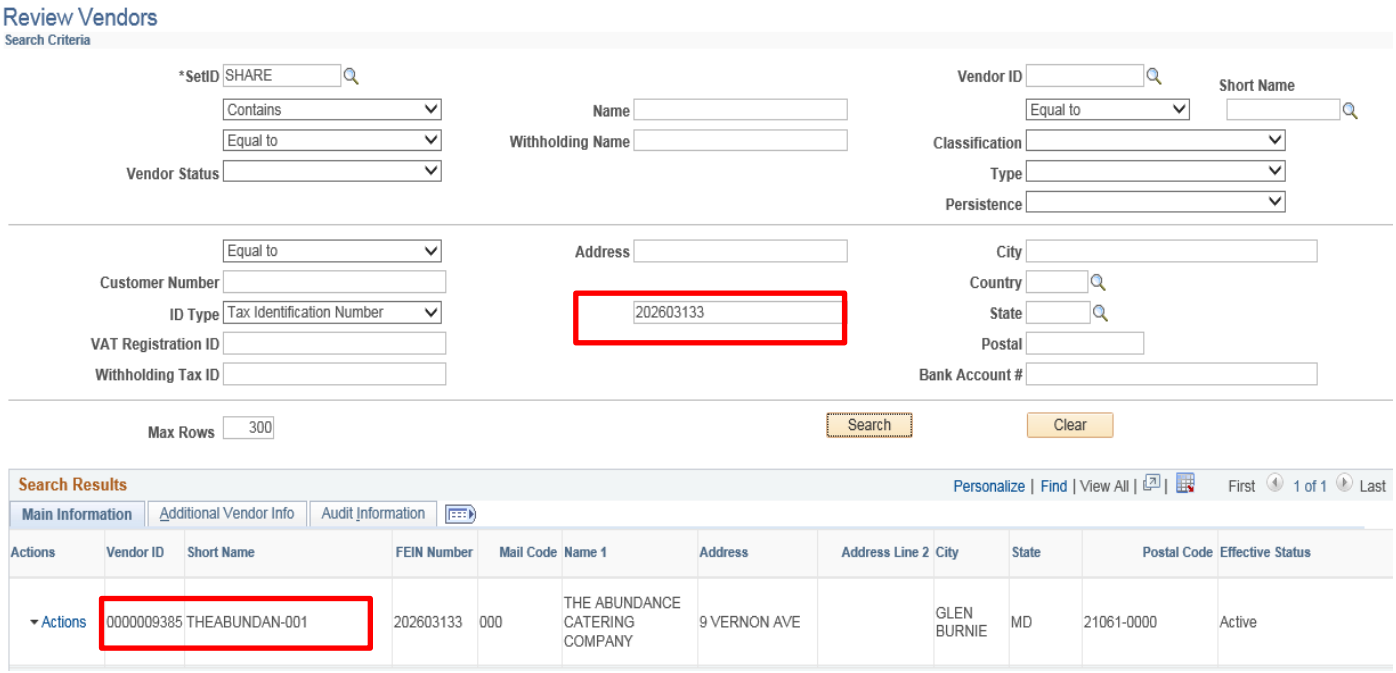
PART 1 – Submitting a Refund Request in Accounts Payable (Non-Vendor and Vendor) -

Revenue Refund Requests will be processed through the Accounts Payable module as either a **Single Payment Voucher** (a one-time Vendor not in GEARS) OR a **Regular Voucher** (when the Vendor exists in GEARS). The One Time Vendor will make use of the 999-99-9999 Vendor ID, which will not be sent to GAD for new vendor approval.

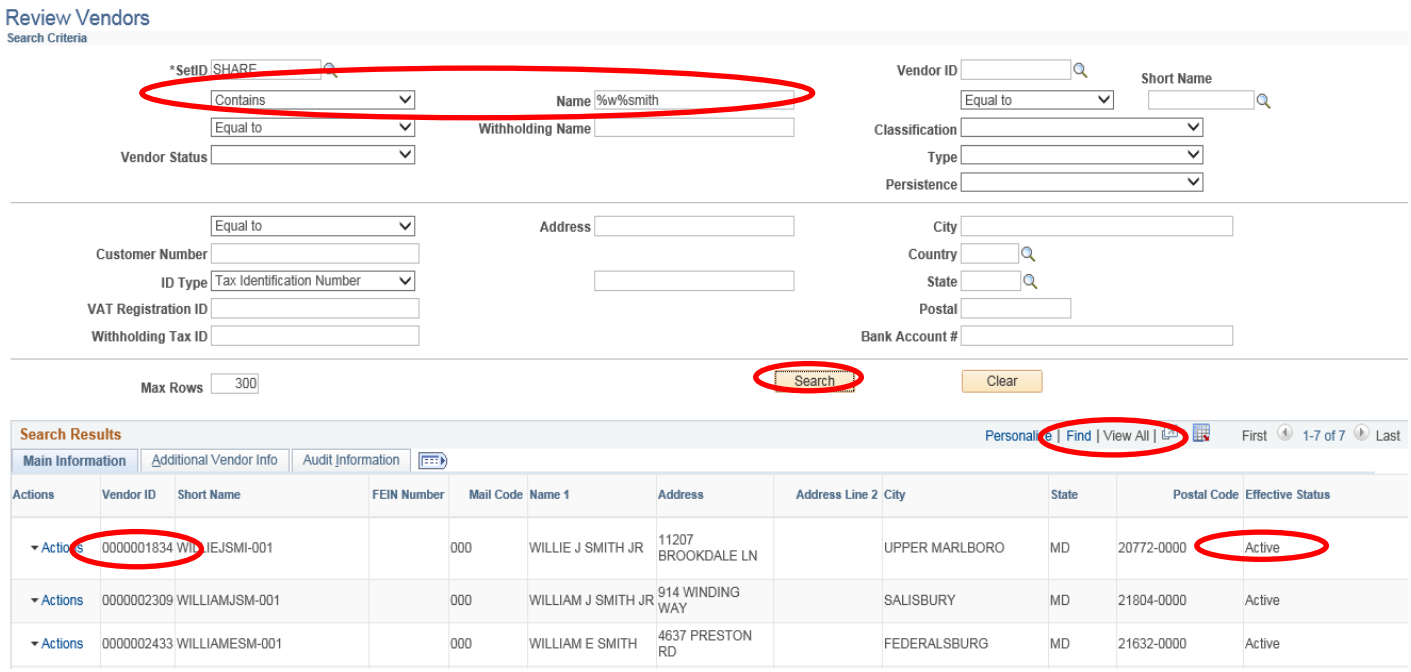
STEP 1: Determine if the vendor is an already existing vendor. (If the vendor does not exist you will use the Single Payment Voucher style in the next step.)

NAVIGATION: *Main Menu > Vendors > Vendor Information > Add/Update > Review Vendors*

1. The preferred method is to look up the vendor by Tax Id or SS#. (*Detailed instructions are in the 'Looking Up Vendor Information' on the GEARS Tip Sheet page.)*
    a. *If this vendor is new and does not exist in GEARS but you plan to pay this vendor again in the future, please complete a New Vendor Request form from the GEARS web page. You will need to wait to process this payment until the new vendor has been established.*



2. Or you can look up a vendor by name.
    a. The '%' percent sign can be used as a 'wild card'.
    b. The key to finding the correct vendor by name, is to be sure the address is the same and that status is 'Approved'. **NOTE:** There are 7 vendors in this search criteria, so be sure you review all before determining if you found the correct vendor.
    c. Write down the vendor id to use in the next step.

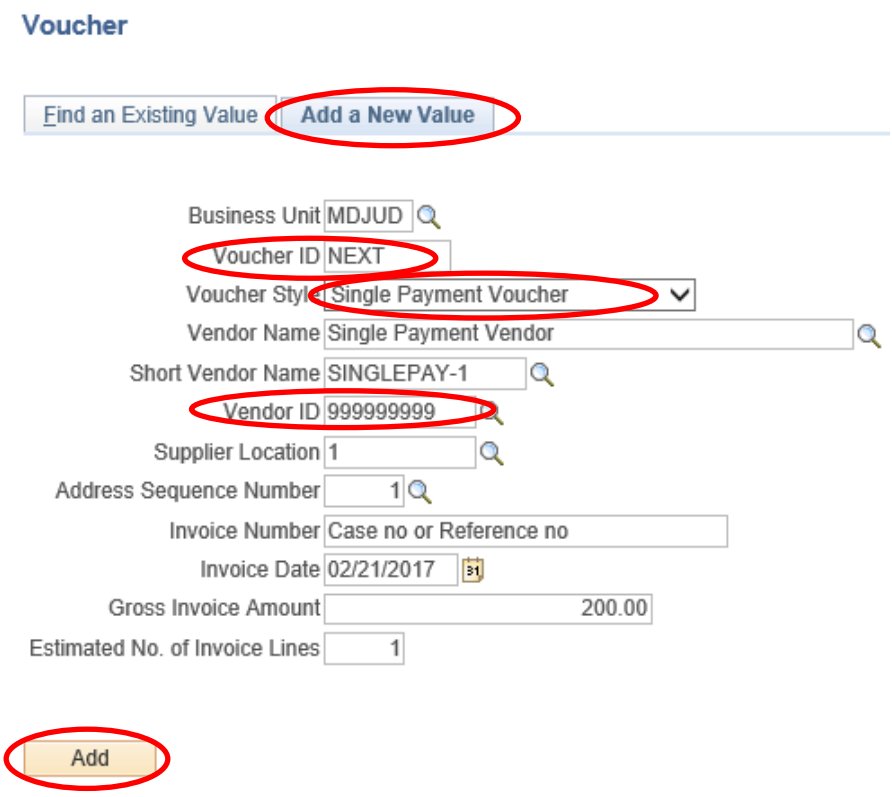


START HERE FOR EITHER VOUCHER TYPE:

STEP 2: Create a Voucher in Accounts Payable.

NAVIGATION: *Main Menu > Accounts Payable > Vouchers > Add/Update > Regular Entry*

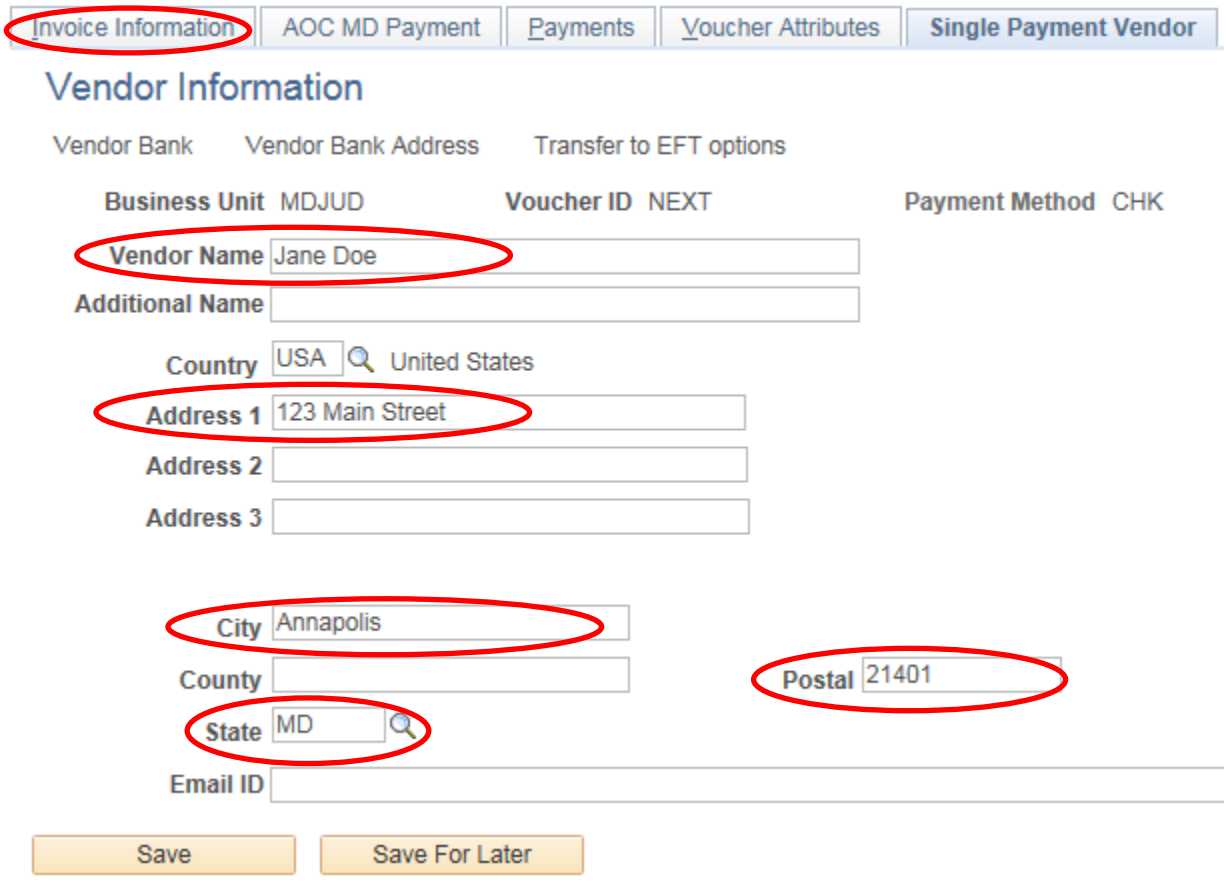
1. The ***Voucher*** search page, defaulted to the *Add a New Value* tab, will display.
    a. Enter the following information:
        i. **Business Unit:** "MDJUD" – this will ALWAYS be the Business Unit for all Accounts Payable transactions.
        ii. **Voucher ID:** Leave set to "NEXT" – will auto-assign the next available number to the voucher.
        iii. **Voucher Style:** Choose either "Single Payment Voucher" or "Regular Voucher".
            1. Choosing either Voucher Style will auto-fill the Vendor ID and Vendor Location fields, where the Single Payment Vendor ID will always be "999999999".
        iv. **Invoice Number:** Enter the case or reference number if available. Only 14 characters will be submitted to FMIS to be printed on the check. (For Civil case numbers, some are replacing part of the year with a dash – to meet the accepted length.)
        NOTE*: This information will print on the check issued by GAD.*
        v. **Invoice Date:** The current date (you can enter "t" here to default to the current date).
        vi. **Gross Invoice Amount**: The amount to refund.
    b. Click the **Add** button.



FOR A SINGLE PAYMENT VOUCHER TYPE (ONLY):

STEP 3: Single Payment Voucher Entry (Skip This Step for Regular Voucher Types)

1. The ***Vendor Information – Single Payment Voucher*** page will display.
    a. Enter in the following information for the Payee:
        i. **Name 1:** = Enter the name of the payee.
        ii. **Address:** = Enter the street address of the payee.
        iii. **City:** = Enter the address city of the payee.
        iv. **State:** = Enter the address state of the payee.
        v. **Postal:** = Enter the address zip code of the payee.
    b. Click the *Invoice Information* tab.

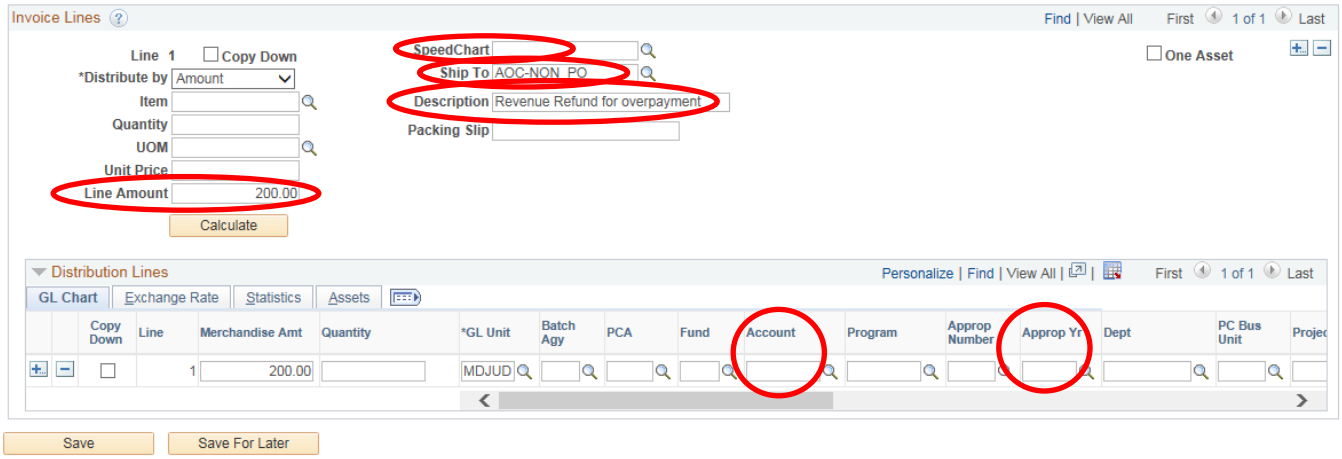


NOTE: If you click the Save button, the system will display a message stating that data is missing. Wait until all Invoice Information data is entered before saving.

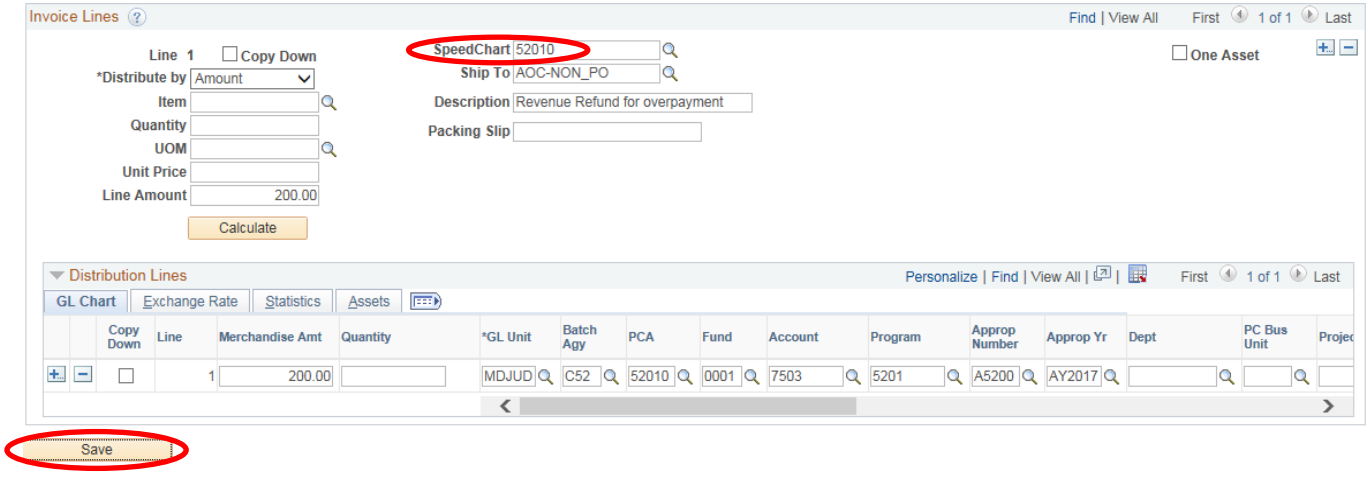
FOR SINGLE PAYMENT VOUCHERS and REGULAR VOUCHERS do the following:

STEP 4: Complete the Invoice Information page.

1. The *Invoice Information* page will display.
    a. In the ***Invoice Lines*** section, click the plus sign to add an Invoice line for each object/account associated with a refund. For each Invoice line, fill in the following:
        i. **Ship To:** The location should default, if not, use the magnifying glass to choose yours. ***NOTE:*** *This is a required field; nothing will actually be shipped to you.*
        ii. **Line Amount:** Amount of the refund to the payee, defaults from the previous screen.
        iii. **Description:** Enter what the refund is for.
        iv. **SpeedChart**: This is your PCA. Enter your 2-digit batch county (e.g.02) to display a list of valid PCA values for your court.
            1. Select the SpeedChart to auto-fill all but two of the Distribution Line values.
            2. In the ***Distribution Lines*** section, enter:
                i. **Account:** Use the magnifying glass to select the correct code for the refund.
                ii. **Approp Yr:** This is equivalent to the current Fiscal Year.

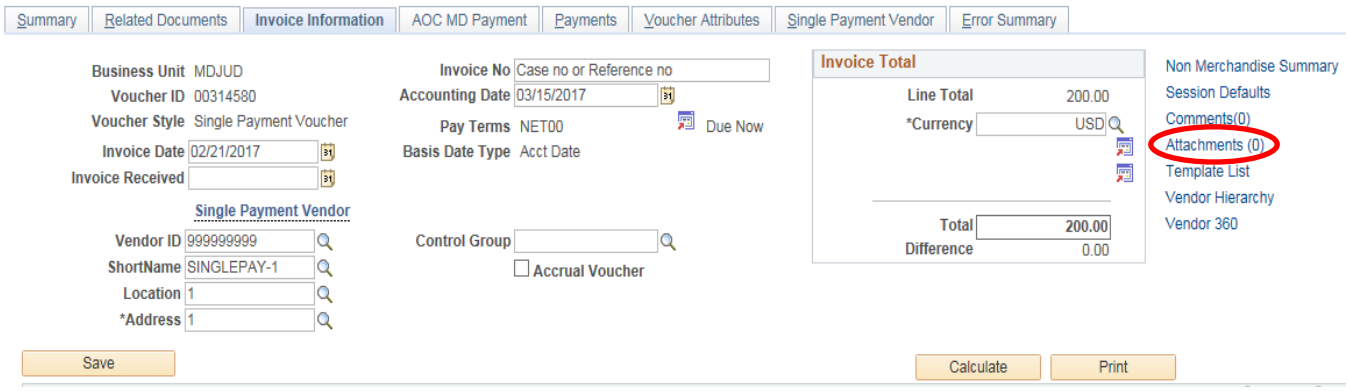


    b. Click the **Save** button.



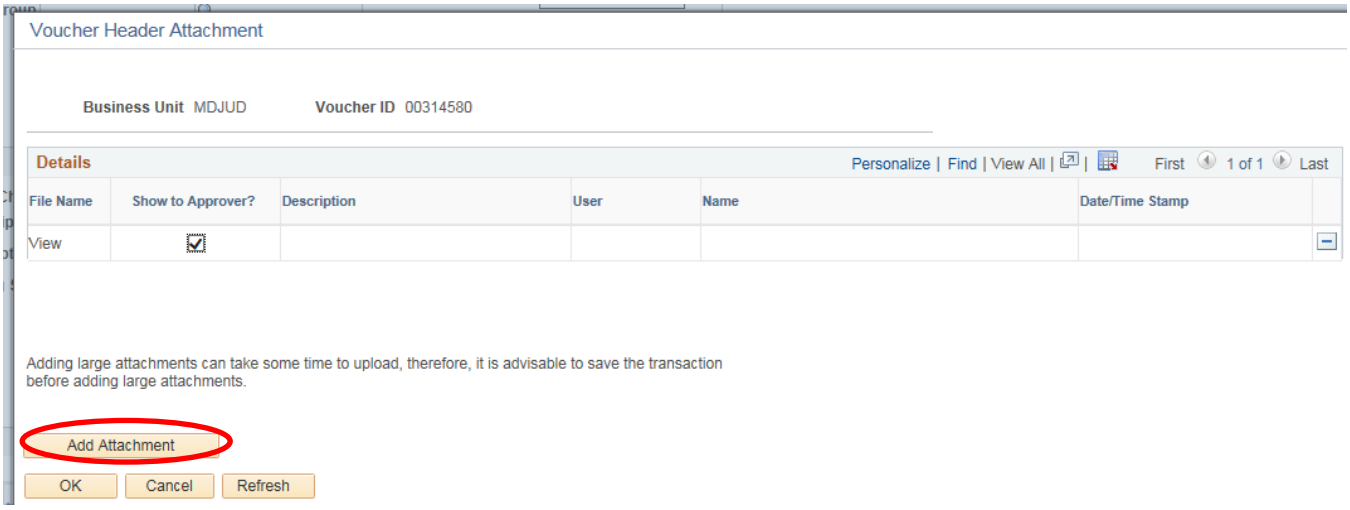
c. Once all of the Vendor, Invoice and Distribution information is entered, the DCA21 or Revenue Refund form must be attached to the voucher.

d. Click the Attachments (0) link in the upper right (under the Run button) of the *Invoice Information* page. After an attachment is added the link will change to Attachments (1). ***NOTE:*** *The number in parenthesis will correspond to the number of attachments added.*



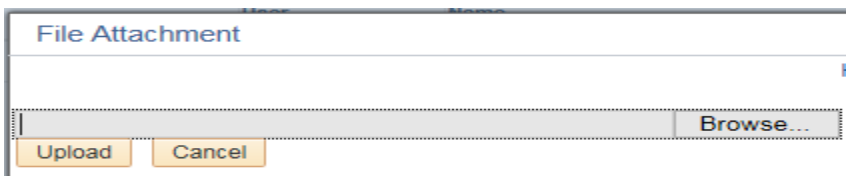
2. The ***Voucher Header Attachment*** page will display.

a. Click the **Add Attachment** button.

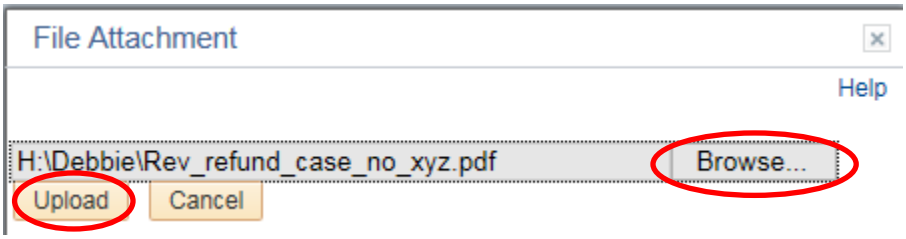


b. The *File Attachment* box will display.

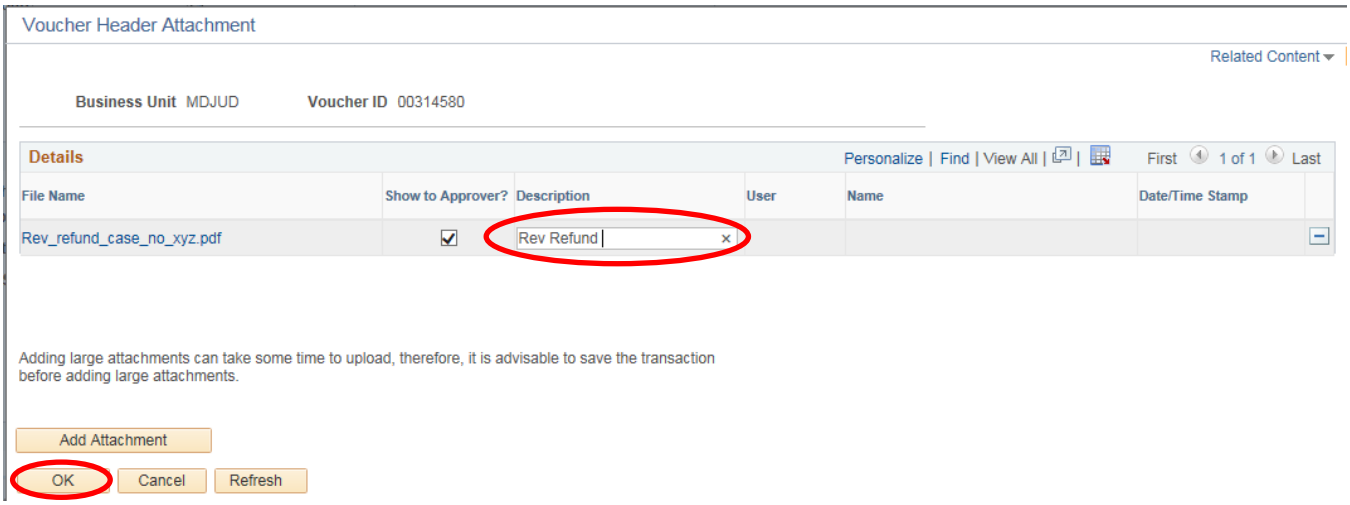
c. Click the **Browse…** button to navigate to the location of the scanned document.



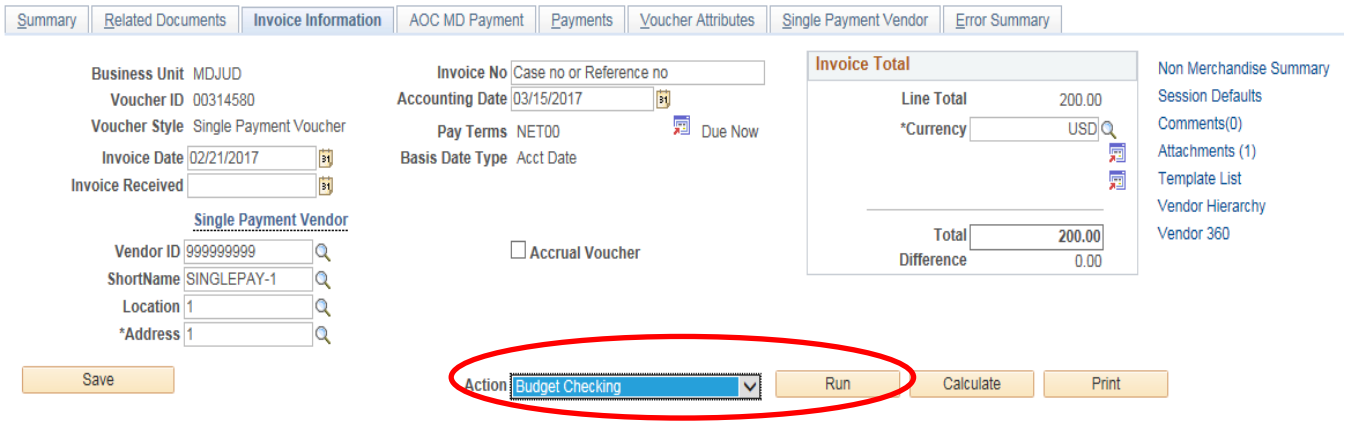
d. Once the document is located – select it so the name appears in the **File name:** field.
e. Click the **Open** button to return to the *File Attachment* box.
f. Click the **Upload** button.



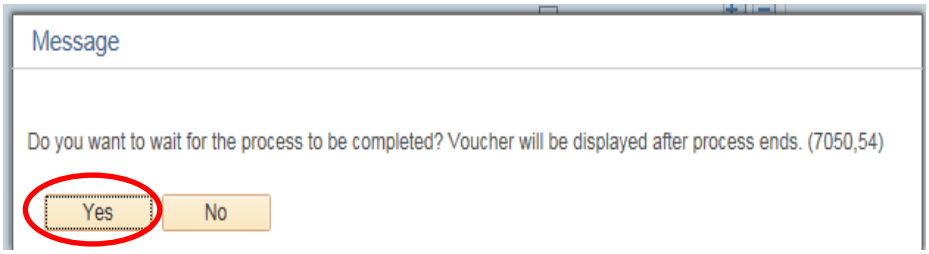
3. The ***Voucher Header Attachment*** page will display.
   a. Confirm the correct document was attached.
   b. Enter a **Description** of the document in the Description field.
   c. Click the **OK** button after all documents are attached.



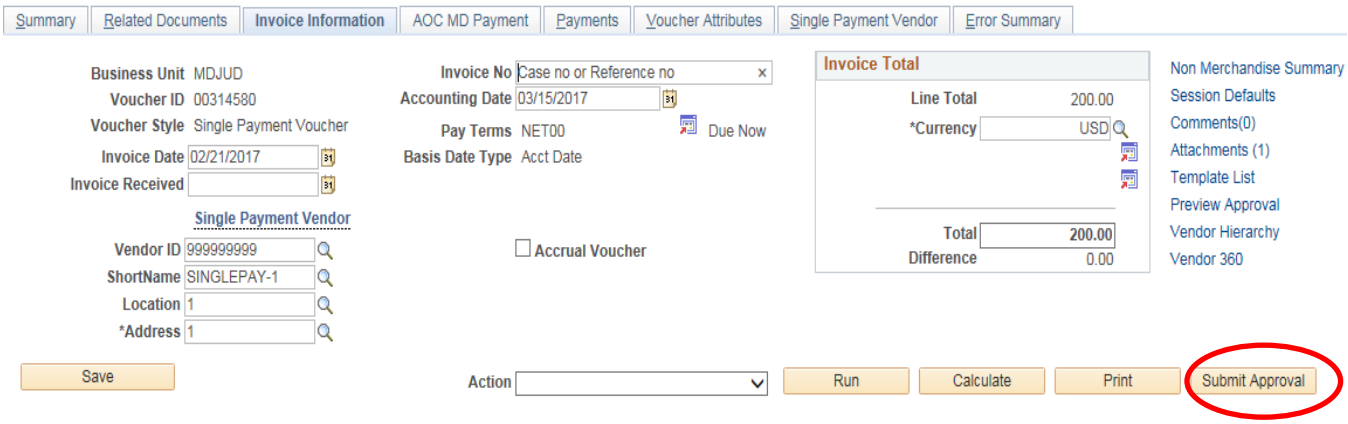
4. The ***Invoice Information*** page will display.
    a. Click the **Save** button at the bottom left of the page. (THIS IS REQUIRED.) Your Voucher ID has changed from "NEXT" to the next available number.
    b. Select the *Budget Checking* Action from the **Action:** dropdown list. (THIS IS REQUIRED.)
    NOTE: *If the Voucher has not been saved, the list of Actions will be empty.*
    c. Click the **Run** button.



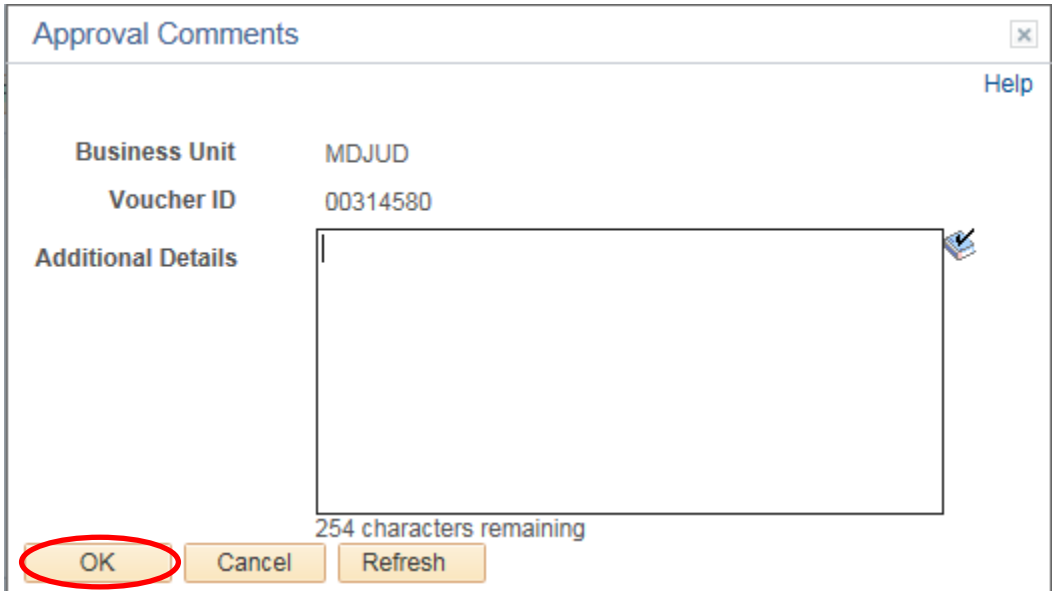
    i. A message will be displayed. Click "Yes" to wait for the Budget Checking process to complete. (This could take a few minutes.)



d. After the Budget Checking process has completed, click the **Submit for Approval** button.
NOTE: *This step is required. Vouchers created for revenue refunds do not go through approval workflow and do not require specific approval. Instead, they will automatically be routed to the Department of Budget & Finance (DBF) for processing.*

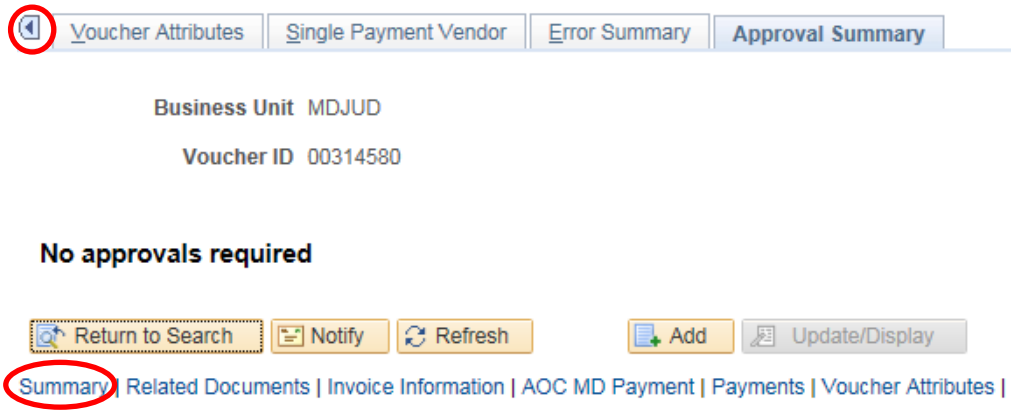


5. The ***Approval Comment*** page will display.
   a. Enter a comment in the space provided, if you choose.
   b. Click the **OK** button to display the *Approval Summary* tab.



c. Notice the "No approvals required" message; this is fine, as your voucher has been routed to DBF for final processing.

d. Click the *Summary* tab by scrolling the tabs to the left or use the Summary link at the bottom of the page.



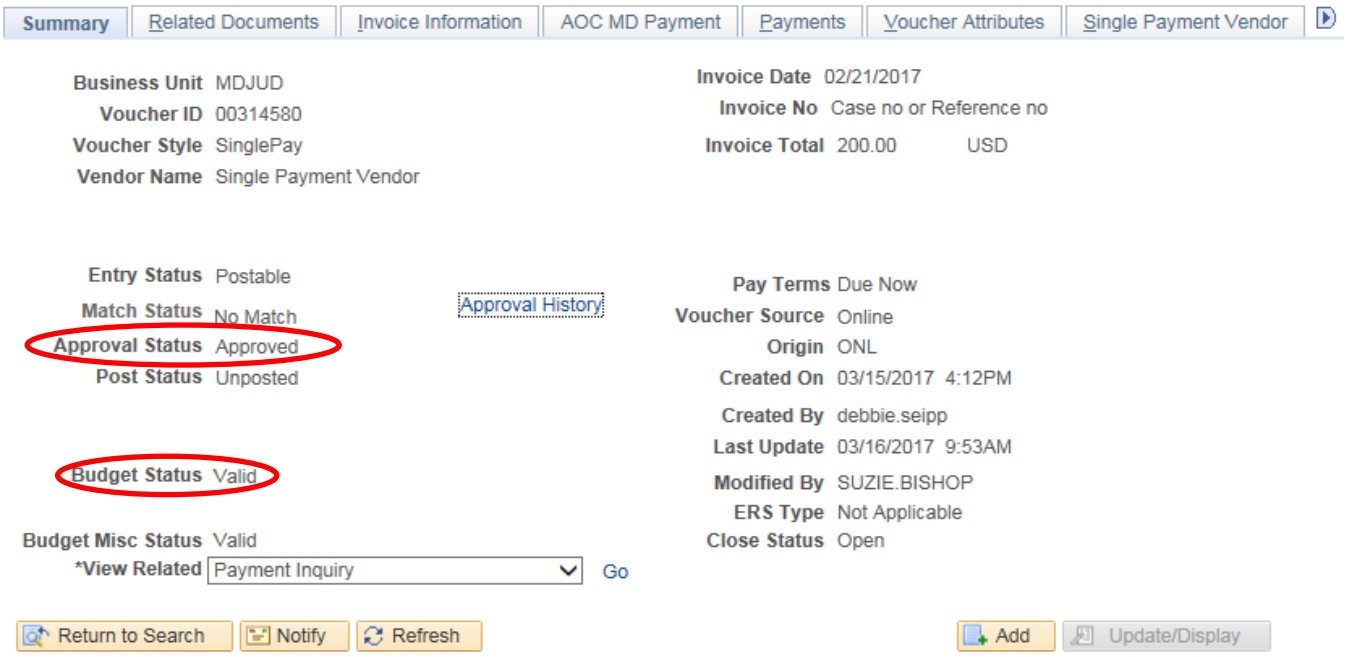
6. The voucher ***Summary*** page will display.

   a. Verify the data displayed to ensure the voucher was entered correctly.

   b. **Approval Status** Confirm this reads "Approved".

   c. **Budget Status** Confirm this reads "Valid". If errors exist, return to the *Invoice Information* tab and verify Distribution Line values are correct; make corrections if necessary.

   NOTE: *If corrections to the Distribution line are made, you must re-run Budget Checking.*



d. Repeat as needed for each refund request.

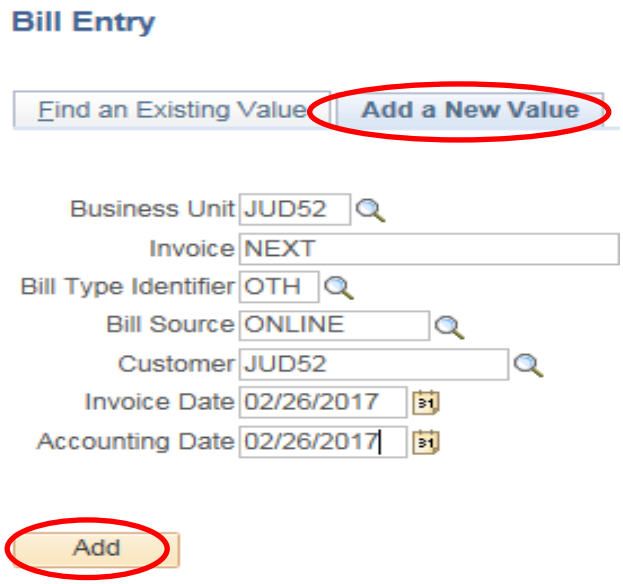
End of Part 1 – Submitting a Refund Request in Accounts Payable

PART 2 – Creating an Adjustment in Billing

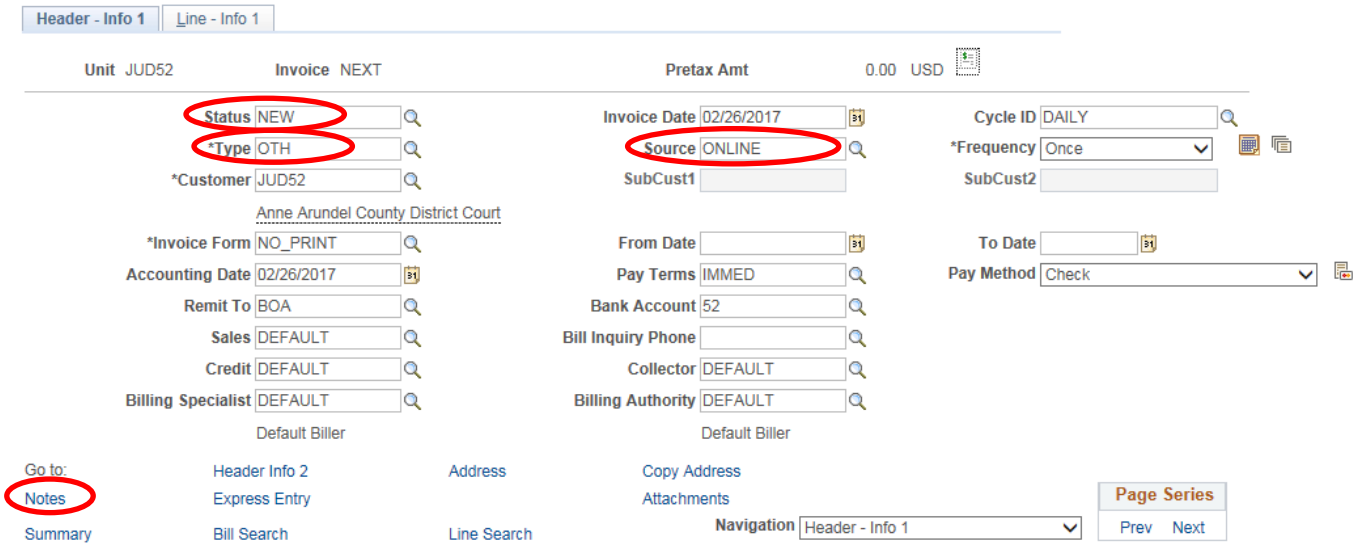
This is done in the Billing module to ensure any Local Revenue adjustments are made to impact disbursements. *****District Court should only process this step IF the refund impacts a charge that is Local Revenue, account 7530 (i.e., refunds for Parking Fines and Municipal Infractions will need Part 2 processed).***

NAVIGATION: *Main Menu > Billing > Maintain Bills > Standard Billing*

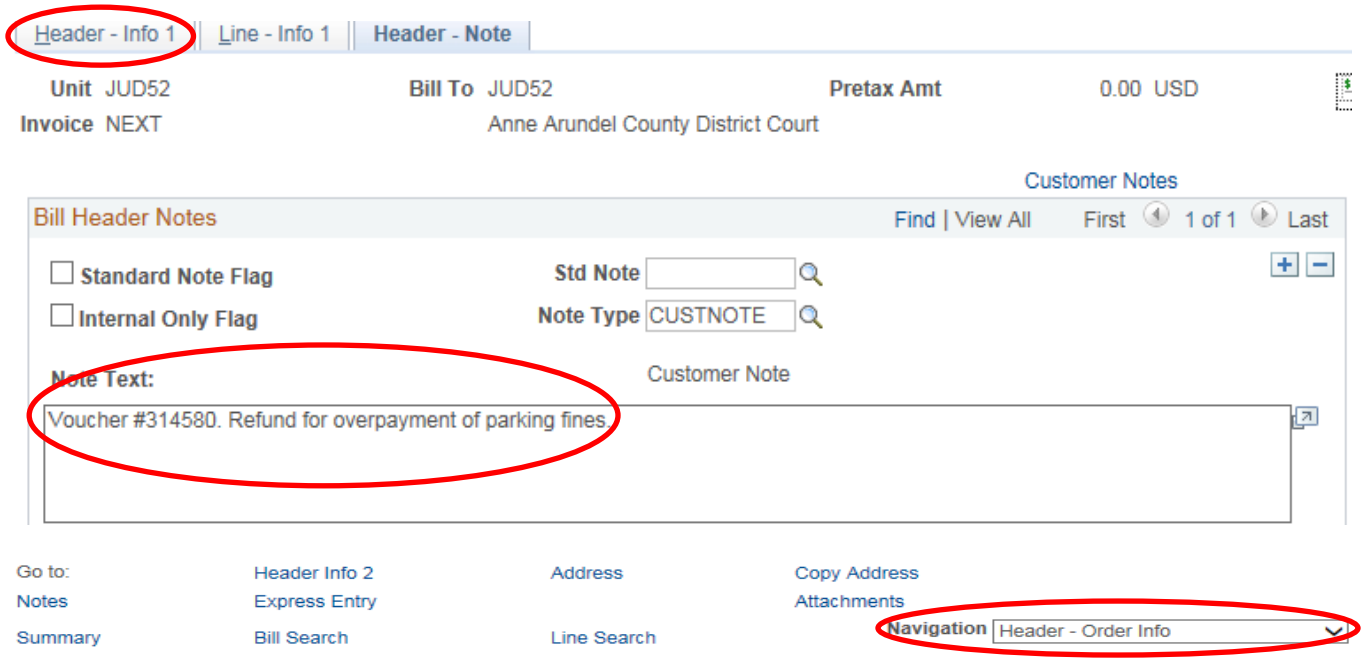
1. Create a new 'OTH' Bill.
    a. Click the *Add a New Value* tab.
        i. **Business Unit:** Enter your "JUD##"
        ii. **Invoice:** value = NEXT (This will assign the next invoice number automatically).
        iii. **Bill Type Identifier:** Enter "OTH" (i.e., Other – used only for Refund Adjustments).
        iv. **Bill Source:** = "ONLINE"
        v. **Customer:** The same as the Business Unit.
        vi. **Invoice Date:** Is the current date.
        vii. **Accounting Date:** Is the current date.
    b. Click the **Add** button to add the new bill.



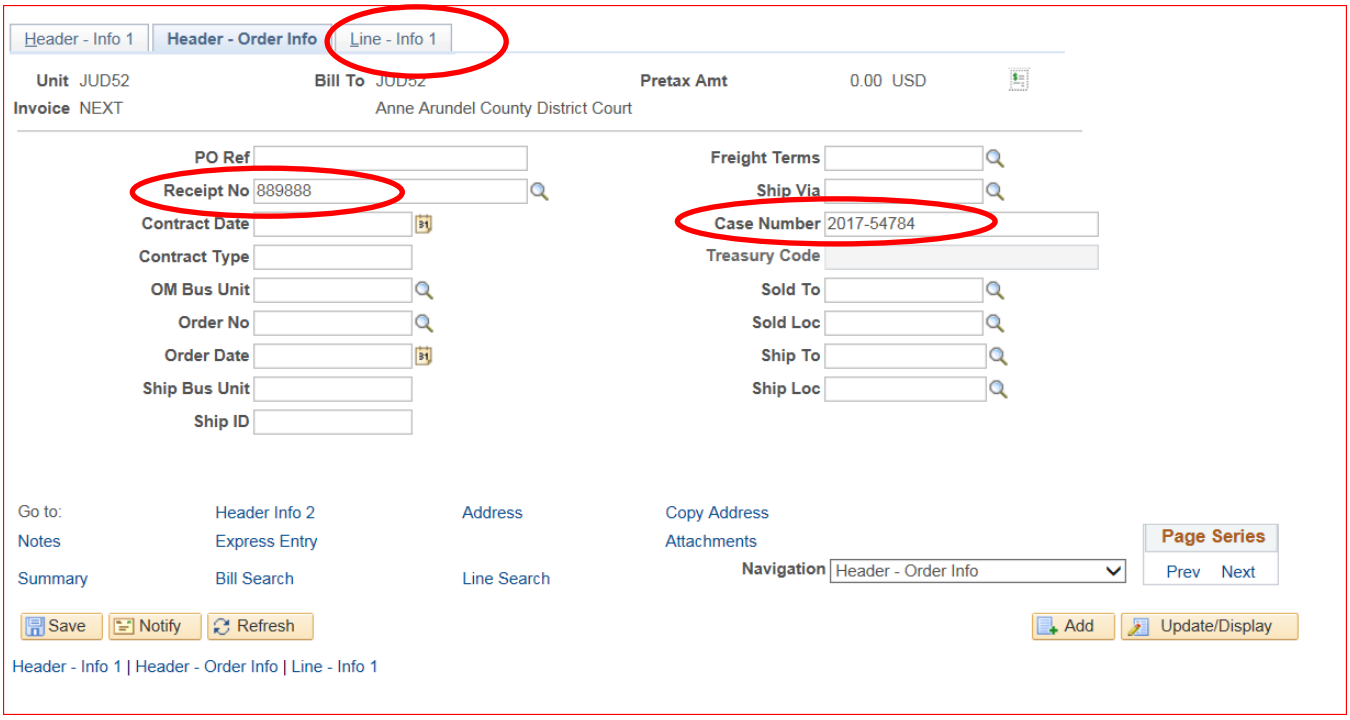
2. The default tab, ***Header – Info 1***, of the Bill detail page will display.
    a. Confirm the following:
        i. **Status:** = "NEW"
        ii. **Type:** = "OTH"
        iii. **Source:** = "ONLINE"
    b. Click the Notes link to add an audit note explaining the reason for the adjustment. Include the following information in the audit note.



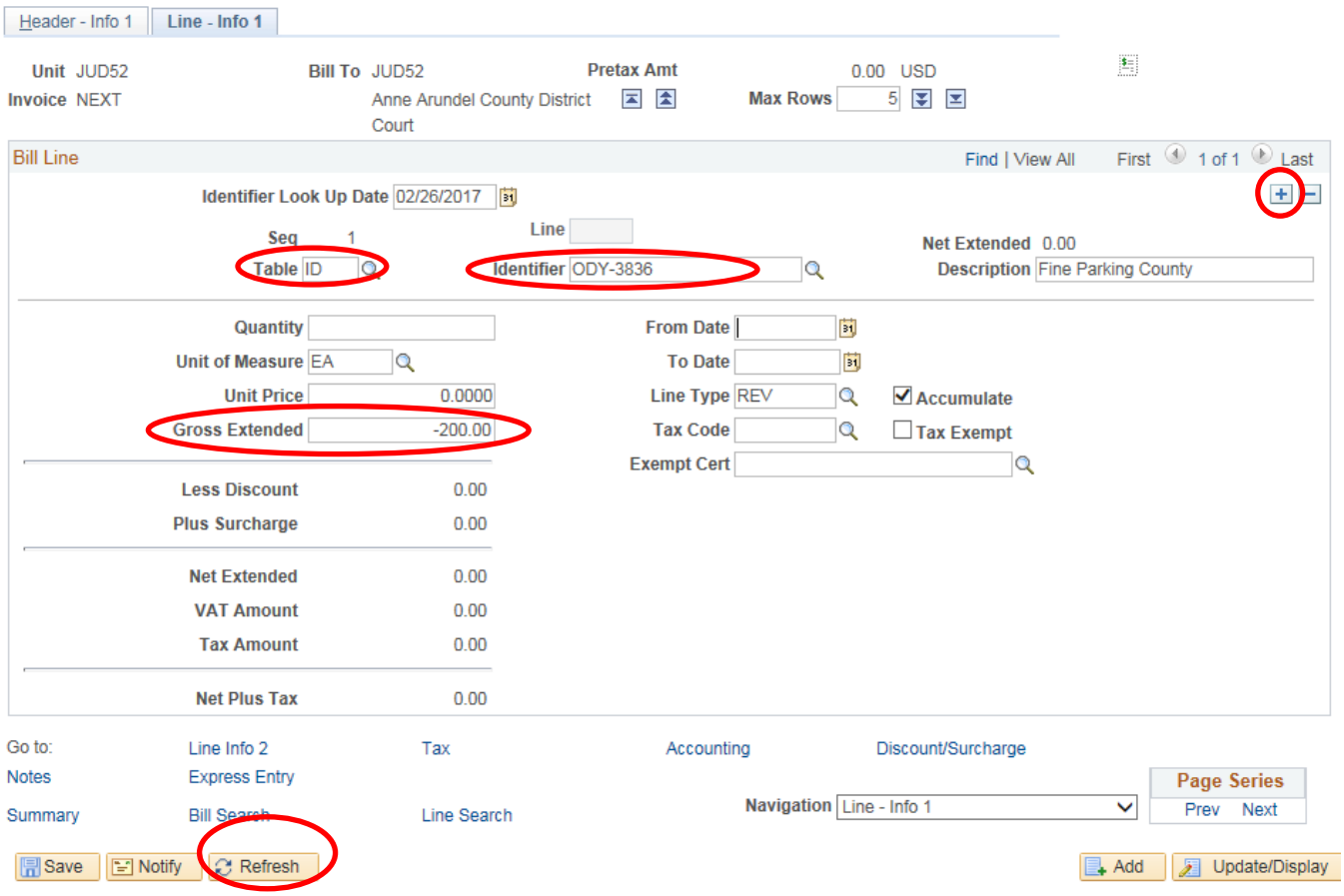
3. The ***Header – Note*** page will display.
    a. Enter: Name of Party, Voucher ID, Reason, Case Number, etc.
    b. Navigate To: Header Order Info page



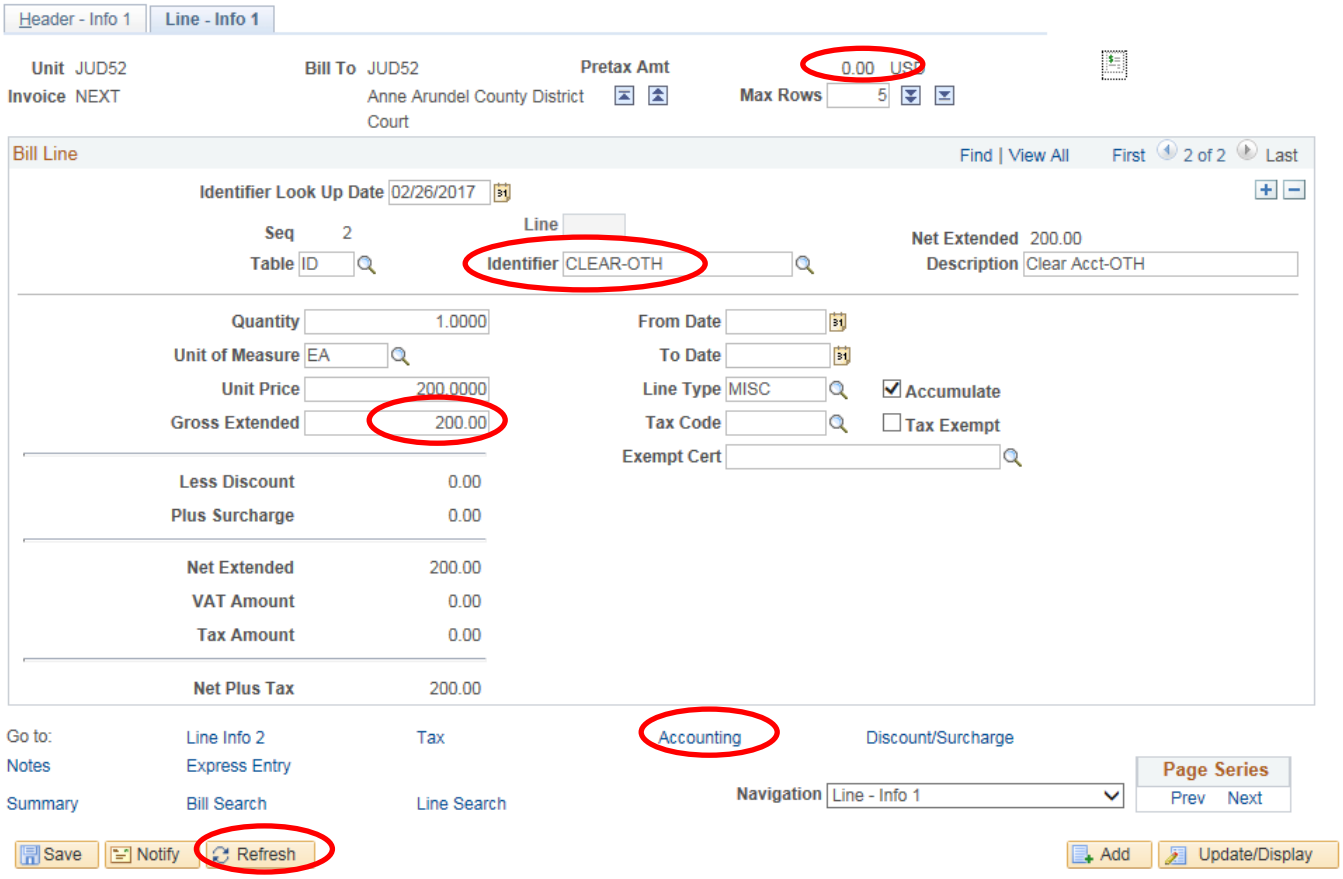
4. The ***Header – Order Info*** page will display.
    a. If the Refund is for a Single Receipt – Enter the Original Receipt # into the **Receipt No**: field exactly as it appears – include all leading zeros.
    b. If the Refund is for multiple receipts – Enter the word 'Multiple', in the **Receipt No** field.
    c. Case Number: enter if known.
    d. Click the *Line – Info 1* tab.



5. The ***Line – Info 1*** page will display.
    a. Find the original receipt to locate the Charge Code.
    b. Add a new line to the bill for each unique Charge Code (e.g., ODY-3836) being refunded.
    c. Use the plus sign on the right of the Bill Line to add each credit line needed. Add the following information to each credit line:
        i. **Table:** Enter "ID".
        ii. **Identifier:** Enter Charge Code or select from the list, using the lookup magnifying glass.
        iii. **Gross Extended:** Enter amount for each line. All reverse amounts should be entered in as a ***negative*** ($-) amount to reverse the revenue. (e.g., -200.00)
        iv. Click the **Refresh** button at the bottom of the page to auto-fill remaining values.



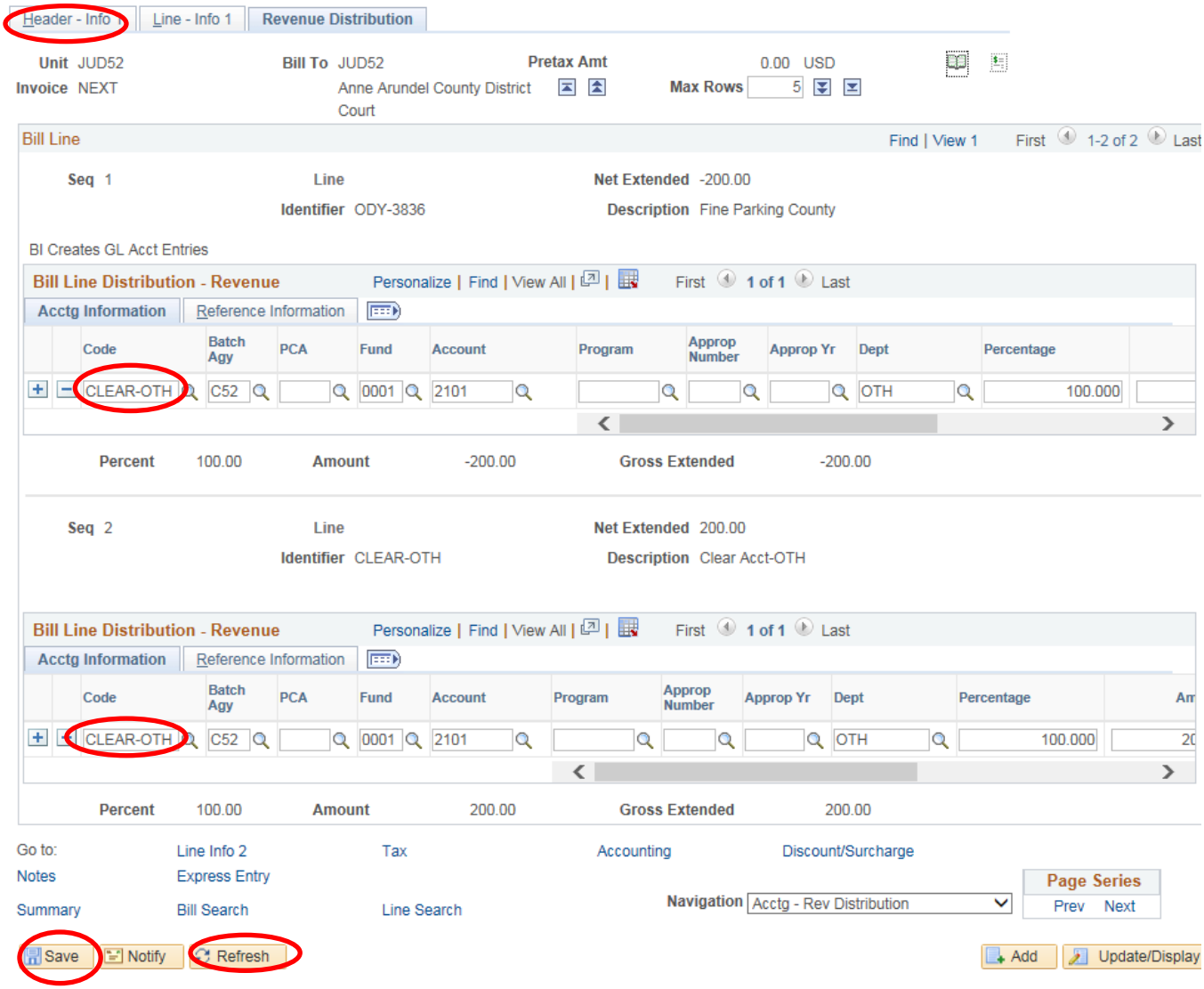
d. After all credit lines are added for the charge codes, use the ⊞ to add a new debit line for the CLEAR-OTH amounts.
   i. This amount will be a debit (This should be the total of all the credited Bill lines).
   ii. Click the *View All* link to see all bill lines.
   iii. **Table:** Enter "ID"
   iv. **Identifier:** Enter "CLEAR-OTH"
   v. **Gross Extended**: Enter amount as a ***positive*** ($+) amount.
   vi. Confirm the **Pretax Amt** at the top of the bill is $0.00.
   vii. Click the **Refresh** button.
   viii. Select the Accounting link to update the Accounting Distribution information.



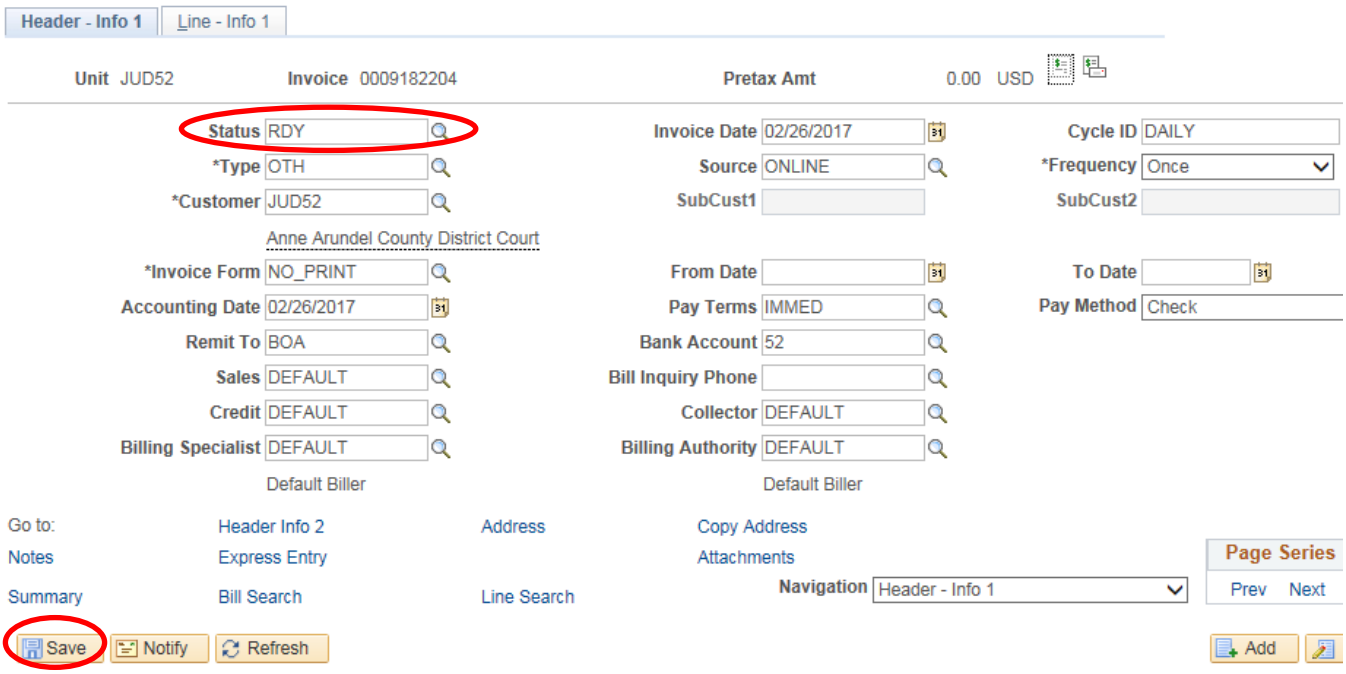
6. The ***Accounting – Rev Distribution*** page will display.
    a. Click the *View All* link to see all accounting lines.
    b. Add the Accounting Code of **CLEAR-OTH** for each Charge Code**.**

        NOTE: *The reason for this is the AP voucher already reduced the revenue GL account, so the revenue account does not need to be adjusted again.*

        NOTE: *The Accounting Code for all bill lines will be CLEAR-OTH.*
    c. By using the Code of **CLEAR-OTH**, the DeptID will auto fill.
    d. Click the **Refresh** button.
    e. Click the **Save** button.
7. Click the *Header – Info 1* tab.



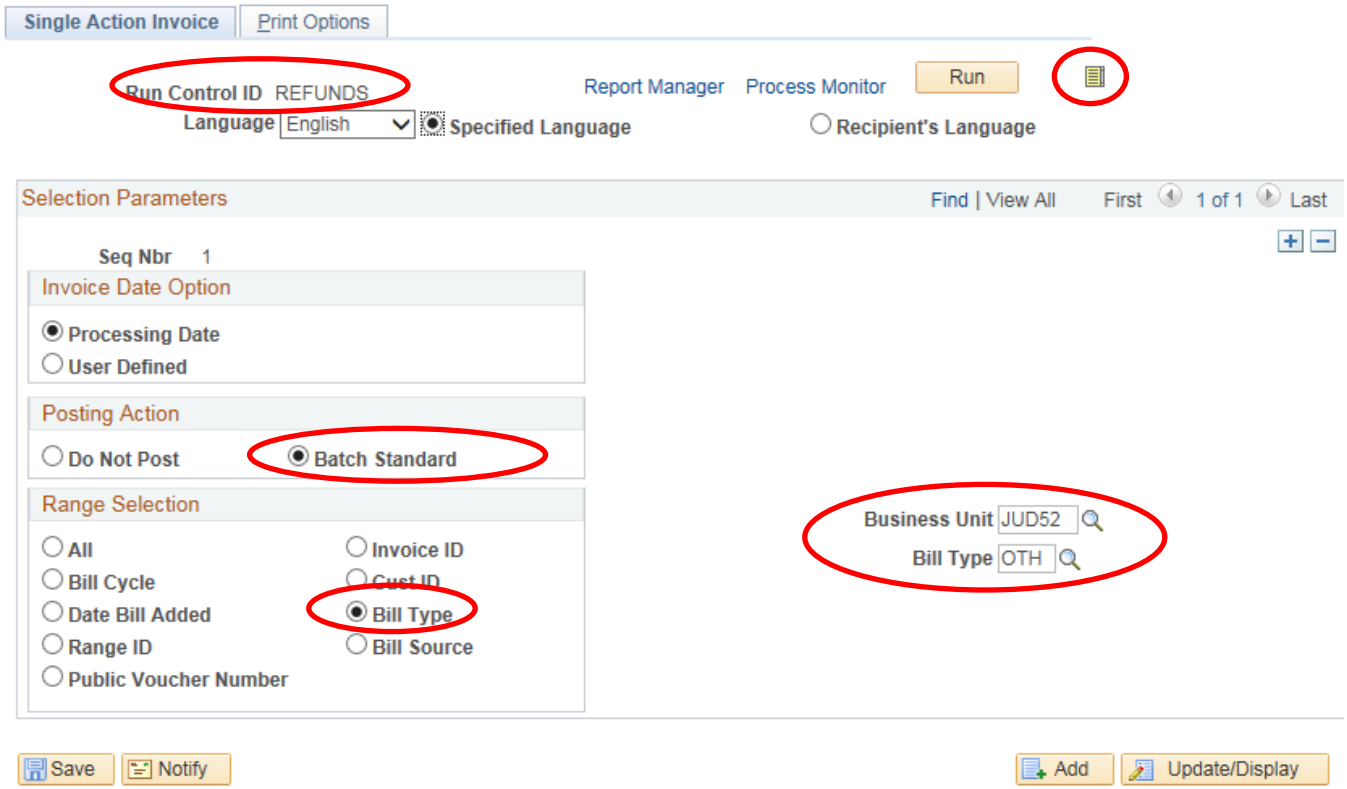
8. The ***Header – Info 1*** page will display.
    a. **Status:** Change from "NEW" to "RDY" (Ready to Invoice)
    b. Click the **Save** button.



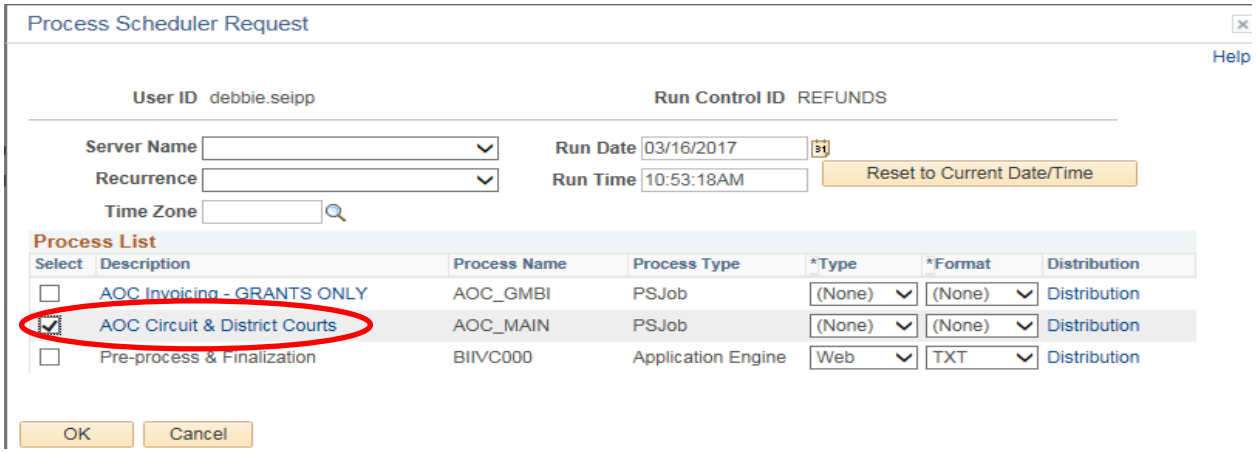
    c. Repeat the process and add a new bill to reverse the revenue for each refund as needed, then move on to finalize the bills.

NAVIGATION: *Main Menu > Billing > Generate Invoices > Non-Consolidated > Single Action Invoice*

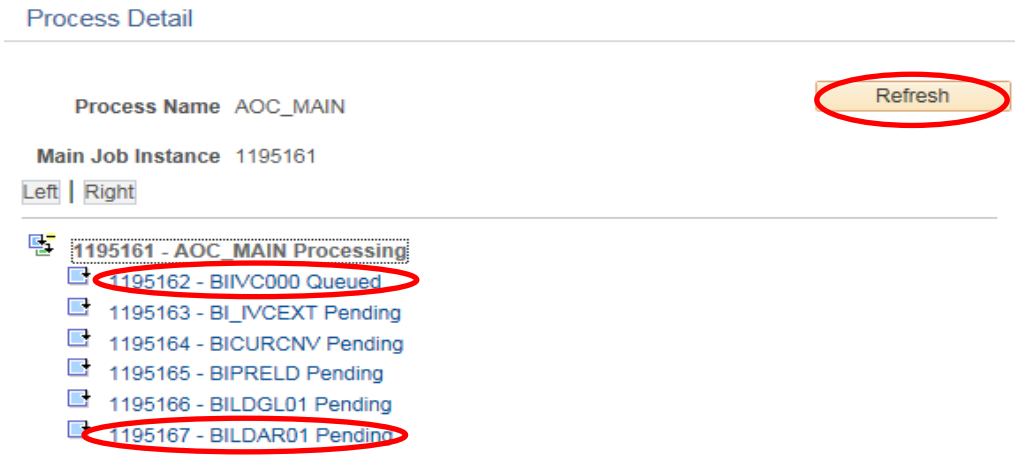
9. The ***Single Action Invoice*** page will display.
    a. Select a Run Control – Search if needed using the "Find Existing Value" tab or create a new one by selecting the "Add New Value" tab and name it 'Refunds', as an example.
10. The ***Single Action Invoice*** Run Control page will display.
    a. Complete the following run control parameters:
        i. **Invoice Date Option**: Select "Processing Date".
        ii. **Posting Action:** Select "Batch Standard".
        iii. **Range Selection:** Select "Bill Type".
        iv. **Business Unit:** Enter "JUD##", where ## is your 2-digit county code.
        v. **Bill Type:** Enter "OTH".
    b. Click the **Save** button.
    c. Select the small "Bills to be Processed" icon in the upper right corner of the page to confirm the number of Bills that are ready to be finalized.
        i. ***NOTE:*** *If nothing is listed or the number of bills to process does not match what is expected then there is a problem. Confirm that your bill Status is "RDY" and check that your Run Control parameters are properly set. If the number of bills still does not match, call the JIS Help Desk.*
    d. Click the **Run** button.



11. The ***Process Scheduler Request*** page will display.
    a. Select the AOC_MAIN (AOC Circuit & District Courts) Process Name in the Process List section.
    b. Click the **OK** button.



12. The ***Single Action Invoice*** Run Control page will display.
    a. A Process Instance number will display indicating that the AOC_MAIN process has begun.
    b. Click the Process Monitor link.
13. The ***Process List*** page will display.
    a. Review the *Process List* to see the AOC_MAIN process is running.
    b. Click the AOC_MAIN process name link to see its sub-processes.
    c. Click the **Refresh** button until the status of all sub-processes reads "SUCCESS".



    d. Click both the **BIIVC000** and **BILDAR01** sub-process.
        i. Click the Message Log to confirm completion and to make sure that the correct number of bills was processed.

End of Part 2: Customer Refunds - Reverse Revenue Process

End of the AP Revenue Refund Process